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**Duke, Daphne**

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**From:** Tyler, Terrance M [Terrance.Tyler@chartercom.com]  
**Sent:** Wednesday, January 27, 2010 10:33 AM  
**To:** CLECreport  
**Cc:** tallen@regstaff.sc.gov; Tyler, Terrance M  
**Subject:** CF SC\_CCO CLEC Service Quality Rpt 2nd Quarter  
**Attachments:** CF SC-CCO CLEC Service Quality Quarterly Rpt 4Q09 (2).doc; CF SC-CCO CLEC Service Quality Quarterly Rpt 4Q09 NP.doc

As required by R. 103-614,618,619,661 and 663 attached is the Non-Proprietary and Confidential versions of the 4th quarter 2009 reports for Charter Fiberlink SC-CCO, LLC. If you have any questions regarding this reporting please contact me directly at the number listed below.

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# NON-PROPRIETARY

## SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT SOUTH CAROLINA OPERATIONS

COMPANY NAME

Charter Fiberlink SC-CCO, LLC

QUARTER / YEAR

4th Q / 2009

Month:

April

May

June

Number of Customer Access Lines

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Trouble Reports / Access Line (%)

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

Customer Out of Service Clearing Times (%)

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

New Installs Completed w/in 5 Days (%)

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

Commitments Fulfilled (%)

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

Comments / Explanations: \_\_\_\_\_

\_\_\_\_\_

Person Making Report / Contact Information: Betty J. Sanders, Director Regulatory Affairs, email: CFL.Regulatory@chartercom.com, ph: 314-288-3259, fax: 314-288-3555